IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

n re Application of:)
Christopher J. ALLEN et al.) Group Art Unit: 2161
Application No.: 10/619,917) Examiner: Brett S. STACE
Filed: July 15, 2003) Confirmation No.: 7149
For: SYNCHRONIZATION OF AGENT SKILL DATA)))

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

AMENDMENT

In reply to the Office Action mailed July 31, 2009, the date for responding being October 31, 2009, Applicants request that this application be amended as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks/Arguments follow the claims section of this paper.